



(date)

Preparing for SSTA “Go Live” on (date) (ePostcard #5)

Self-Service Time and Attendance and the MassHR Employee Service Center

When Self-Service Time and Attendance (SSTA) goes live (date), the MassHR Employee Service Center (ESC) is your first point of contact when you need assistance.

The ESC is ready to:

- Answer your questions related to time entry and time approval,
- Re-set your SSTA password if you are unable to re-set it yourself,
- Assist you in entering your time if you cannot get online,
- Assist you in entering time reporting codes not available on the TCD, and
- Assist you with prior pay period adjustments more than one pay period in the past.

The ESC is extending its hours!

When you begin using SSTA, the ESC will be open Monday through Friday from 6:30 a.m. to 5:30 p.m. and Saturday from 8 a.m. – 12 noon, and is available by phone and email.

Phone: 617-979-8500

Toll Free: 1-855-4HR-SPPT (1-855-447-7778)

TTY: 617-248-0546

Email: MassHREmployeeServiceCenter@State.MA.US

SSTA Log In ID and Password

Your log in ID for SSTA is your Employee ID. If you do not know your Employee ID, you can find it on your pay advice (in the box next to your name) or ask your HR/Payroll office.

Your default SSTA password is your Employee ID + the last 4 digits of your Social Security Number. When you log in to SSTA for the first time, you will be prompted to change your password and select the security questions you will be asked if you need to re-set your password.

Re-Setting your SSTA Password

You may re-set your SSTA password any time. If you forget your password and try to log in to SSTA, after 5 unsuccessful log in attempts, the system will lock you out and you will need to call the ESC to re-set your password.

Reminder: Take Your Online Learning Courses Now!

Comprehensive online learning courses and supplemental job aids for both employees and time approvers are available now! Visit www.mass.gov/masshr/training to get started.

As always, the MassHR Project Team welcomes your feedback and questions!

Review our Frequently Asked Questions at www.mass.gov/masshr to see if your question may have been answered, or email us at MassHRInfo@MassMail.State.MA.US.